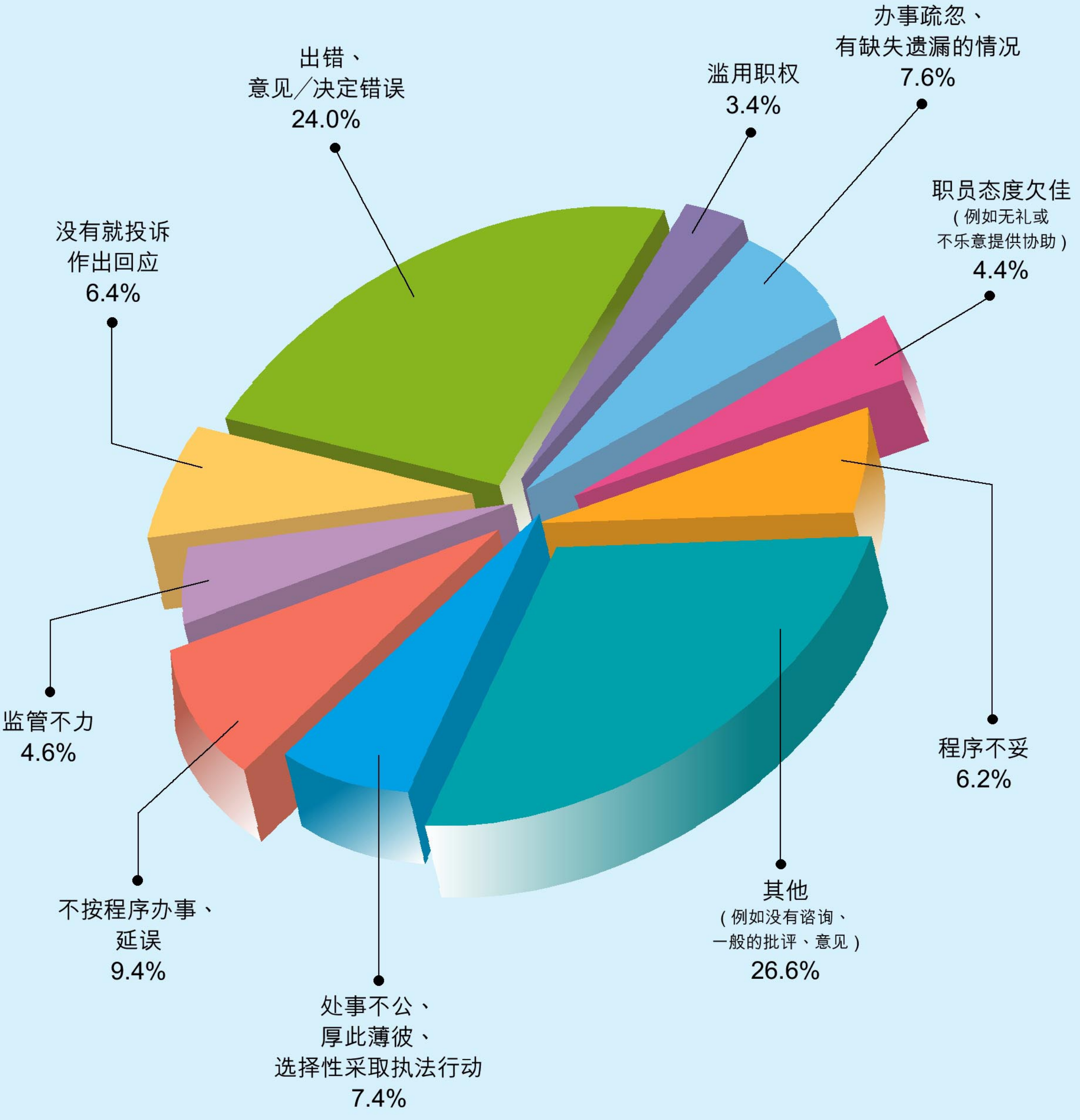表 6 已终结的投诉个案性质：5,023 宗